

APPENDIX D

DEPARTMENT OF TECHNOLOGY SERVICES CUSTOMER OWNED EQUIPMENT MANAGED SERVICES (COEMS) Effective October 25, 2004 - October 25, 2006

BASE SERVICES

• Standard State-owned cabinet - Half (approximately 20 rack units)	\$170 per month
• Standard State-owned cabinet - Full (approximately 42 rack units)	\$300 per month
• Customer-owned cabinet	\$230 per month*

The monthly subscription rate includes the following:

- Floor space and work surface for a standard locking co-location cabinet
- Physical Security (24 hours, 7 days per week)
- UPS and backup system
- Fire detection and suppression system
- An analog telephone line
- A two-port adapter with a wiring patch panel within the cabinet
- One hour of Remote Hands service from the DTS Help Desk (24 hours, 7 days per week)**

OTHER SERVICES

• Data Backup and Restore - Tivoli Storage Manager (TSM) (available to CSGnet subscribers only)	
- Up to 50GB per server	\$200 per month, per server***
- 50GB to 300GB per server	\$500 per month, per server***
- Over 300GB per server	\$1,000 per month, per server***
• CSGnet Subscription (T1 and DS3 offering only)	Refer to the Billing Rates Schedule, Appendix C
• Operational Recovery Services for Business Resumption Planning	Call for quote

* Rate is based on 20 square feet of floor space and is subject to change if additional space is required

** Help Desk staff perform basic troubleshooting tasks (i.e., power on/off equipment, view LED light indicators, initiate manual testing of equipment, report error messages and reseal cable connections). Additional services are billed in 15-minute increments at \$90/hour consulting rate.

*** Offsite tape storage is included as part of the TSM service.